

Benefits of Integration with Microsoft System Center Configuration Manager (Formerly SMS)

- Get dynamic access to PC asset data while working on an issue from within Numara FootPrints
- Collect in-depth inventory data for hardware and software on all Windows systems
- View pre-built reports from any web browser
- Easily reconcile software purchases
- View information contained in the Microsoft Configuration Manager database directly from within Numara FootPrints

Numara FootPrints Integration with Microsoft System Center Configuration Manager

Dynamic Access to PC Asset Management Data

If your organization uses **Microsoft® System Center Configuration Manager**, you can save time and ensure IT asset data accuracy by using Numara® FootPrints® in conjunction with the asset management capabilities in Microsoft Configuration Manager. The Numara FootPrints Integration with Microsoft Configuration Manager is an add-on tool that empowers help desk agents with dynamic access to PC asset data, while they're working on an issue within Numara FootPrints.

Microsoft Configuration Manager collects in-depth inventory data for hardware and software on all Microsoft Windows® systems. A reporting engine offers a large variety of pre-built reports that can be viewed from any web browser. Intelligent scanning checks executables for details such as manufacturer and version, instead of relying on a library database. With Microsoft Configuration Manager, software purchases can be easily reconciled with what has been deployed or what is in use.

While agents are creating or editing issues within Numara FootPrints; they can get a direct view of hardware, software and network information that's contained in the Microsoft Configuration Manager database for a particular machine or user. The data can then be imported into the Numara FootPrints issue ticket with a click of the mouse. This information becomes part of the issue's history and it is searchable from the advanced search and reporting tools in Numara FootPrints. The Numara FootPrints Administrator can set up the link to Microsoft Configuration Manager, which takes just a few minutes via the Numara FootPrints web interface. It can be enabled on a per project basis.

NOTE: Numara FootPrints Integration with Microsoft System Center Configuration Manager can be used with Numara FootPrints software installed on a web server running the Windows operating system. It is not intended for use with Numara FootPrints software installed on a Linux® or UNIX® web server.



Agents have a direct view of hardware, software and network information from within Numara FootPrints.